

**Army Regulation 708-4
NAVSUPINST 4410.54
MCO 4410.16A
DLAR 4130.4**

FEDERAL CATALOG SYSTEM

QUALITY ASSURANCE

**Headquarters
Departments of the Army, the Navy,
and the U.S. Marine Corp, and
the Defense Logistics Agency
Washington, DC
25 August 1983**

Unclassified

SUMMARY of CHANGE

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QUALITY ASSURANCE

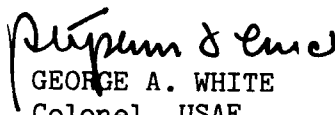

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Effective 25 August 1983

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QUALITY ASSURANCE

BY ORDER OF THE DIRECTOR


for  GEORGE A. WHITE
Colonel, USAF
Staff Director, Administration

History. Not Applicable

Summary. Not applicable.

Applicability. Not applicable.

Proponent and exception authority.
Not applicable.

Army management control process.
Not applicable.

Supplementation. Supplementation is per-
mitted by all participating activities.

Interim changes. Not applicable.

Suggested Improvements. Not applica-
ble.

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*This DLAR supersedes DLAR 4130.4, 6 Apr 70.

RESERVED

I. PURPOSE AND SCOPE.

To establish the requirements of the Quality Assurance Program for the Federal Catalog System (FCS). This regulation implements the Quality Control/Assurance guidance contained in DoD 4130.2-M, Federal Catalog System Policy. This regulation is applicable to HQ DLA, Army, Navy, Air Force, Marine Corps, The Defense Nuclear Agency (DNA), and The National Security Agency (NSA) (hereafter referred to as DoD components), The General Services Administration (GSA), The Federal Aviation Administration (FAA), the U.S. Coast Guard, The Defense Supply Centers, The Defense Logistics Services Center (DLSC), and The Defense Industrial Plant Equipment Center (DIPEC).

II. POLICY

a. Quality Assurance. A Quality Assurance Program (QAP) will be conducted by all participating activities. This program will concentrate on surveillance, defect prevention, and a lessons learned approach to Quality Assurance. This approach will allow participants to determine and correct causes which prevent an Acceptable Quality Level (AQL) from being maintained.

b. Quality Control. A Quality Control Program will be exercised in accordance with policies and responsibilities prescribed herein to maintain an AQL and the effectiveness of the QAP.

c. Standards. Standard edit specifications will be used where appropriate.

(1) Edits. Edits consistent with the above will be used for inspection in the detection of errors.

(2) Changes. Changes to rules or procedures which require modification of these edits will be made when specifications consistent with such changes are available and implemented in accordance with an effective date.

d. Evaluation

(1) Developed standards will be used to evaluate Quality in the FCS. For the purpose of evaluation, performance will be computed as follows:

$$\frac{\text{Total number of errors} \\ (\text{clerical and rules categories}) (\text{Source IMSS-18}) \quad \times \quad 100}{\text{Total number} \\ \text{of transactions}}$$

(Credit deductions will be taken into account when Computing Performance Evaluations.)

(2) Defects. Defects are the result of errors or failures. Defects will be classified (as rules errors and clerical errors as reported in the IMSS-18) and identified by standard return codes shown in DoD 4100.39-M, Defense Integrated Data System (DIDS) Procedures Manual, and through manual reviews. In computing the defect rate, not more than one defect will be charged to a single transaction even though multiple errors exist.

e. Deviations and Exceptions. Any requests for deviations or exceptions to the policies of this regulation will be submitted to HQ DLA, ATTN: DLA-SC, via Military Service/Agency Headquarters, Cataloging Offices.

III. DEFINITIONS

a. Acceptable Quality Level (AQL). The AQL is a designated value of percent defective that users indicate will be accepted most of the time by the acceptance Sampling Procedure to be used (MIL-STD-105-D Table 1, General Inspection Level II, Table II A). (NOTE: Sampling in accordance with MIL-STD-105-D will only be required by activities which now sample. Activities performing a 100 percent inspection will continue to do so unless circumstances dictate that they change to sampling. The AQL for both types of activities will be the same.) Acceptance of 95 percent of hand written worksheets and 97 percent of computer generated transactions will be the AQL for the FCS.

b. Clerical Error. The result of inaccurate preparation or placement of information.

c. Defect. Failure to meet a standard.

d. Error. Mistake in processing.

e. Item Identification Transaction. The collection, maintenance, and dissemination of item related characteristics and other identifying data adequate to establish, directly or indirectly, the unique character of an item of supply and to differentiate it from every other item of supply included in the various logistic systems.

f. Originating Activities. Any participating activity which originates proposed new or revised cataloging tools and for proposed new or revised item identifications and related data for submittal directly or indirectly to DLSC for approval.

g. Participating Activity. An organizational entity designated by appropriate authority and authorized to originate or submit information into the FCS.

h. Quality Assurance. A planned and systematic pattern of policy direction to provide adequate confidence that cataloging materiel, data, supplies and services conform to established technical requirements and achieve satisfactory performance. It includes developing and maintaining quality standards; measuring and comparing quality controlled performance to these standards; preparing and evaluating inspection reports and taking necessary action when standards or performance repetitively vary from the acceptable quality level.

i. Quality Control. That function of management relative to procedures, inspection, edits, validation and verification necessary to ensure maintenance of the required quality in materiel, services, supplies and in the development, transmission, receipt, storage, retrieval and distribution of data necessary to provide a product of the required quality as required by the Federal Catalog Program. It consists of evaluating performance in accordance with prescribed standards.

j. Quality Control Inspection Element (QCIE). An element responsible for performing quality assurance. It will be an element not involved in the preparation of transactions being inspected.

k. Rules Error. Apparent violation of a rule and/or procedures, e.g., relationship between two or more elements of data is required but does not exist.

IV. SIGNIFICANT CHANGES.

This regulation has been revised to reflect current office symbols, the deletion of reference to Defense Technical Review Activities, and to reflect current policy. Due to the volume of changes since initial publication, this regulation should be read in its entirety.

V. RESPONSIBILITIES

a. The Chief, Cataloging and Technical Information Division, Technical and Logistics Services, HQ DLA (DLA-SC) will:

(1) Designate a focal point for the conduct and execution of the FCS QAP.

(2) Conduct periodic reviews to ensure currency of QA functions.

(3) Verify the effectiveness of standards to ensure system integrity and applicability. Perform program review and evaluation.

(4) Assign actions to various program participants.

(5) Review conflicts and serves as a final source of authority for decisions affecting FCS policy/policy implementation.

(6) Analyze standard QAP statistical reports and initiate appropriate action when required.

(7) Publish return codes which are counted as error codes.

(8) Administer all authorized Files Compatibility Programs for the FCS.

b. DoD Components and GSA will:

(1) Take necessary action to ensure that participating activities comply with this regulation.

(2) Analyze standard QAP performance statistical reports and initiate appropriate action when required.

(3) Perform coordination review of standards applicable to QA Program.

(4) Develop and maintain quality standards of production and performance for those activities related to and/or affecting the quality of operational elements of the FCS.

(5) Conduct inspections/reviews of data preparation/transmittal activities to ensure AQL achievement.

(6) Prepare periodic reports of quality findings as specified by DLA-SC.

(7) Initiate actions necessary to correct/prevent defects in design, production or performance of FCS activities for which they are responsible.

(8) Participate in the FCS Files Compatibility Program.

(9) Perform coordination review of standards with DLSC.

c. The Commander, Defense Logistics Services Center and Originating Activities will:

(1) Develop, maintain, and coordinate standards for the development of applicable machine and/or manual edits required to achieve an AQL. Make these specifications available, upon request, to participating activities.

(2) Develop edits, checks, and procedures in accordance with standards.

(3) Inspect incoming and outgoing FCS cataloging and management data against approved standards for accuracy, completeness, and format.

(4) Review defects and defective data for causal analysis, corrections, and future preventive actions.

(5) Recommend systemic changes to correct processing deficiencies or improve quality of output of related operations.

(6) Maintain auditable quality control inspection records, trend graphs, and statistical reports.

(7) Develop internal quality assurance /quality control implementing procedures to comply with this regulation.

(8) Prepare and publish scheduled reports that indicate performance levels of incoming and outgoing FCS data actions and their corresponding submitters and originators, as applicable.

(9) Operate/participate in the FCS Files Compatibility Program in accordance with DoD 4100-39-M.

(10) Ensure all program documentation is in consonance with DoD 4100-39-M.

d. All Activities Participating in the FCS will perform the aforementioned quality assurance/quality control functions to maintain an acceptable level of quality for all data transaction transmitted in the following categories:

(1) Submitting activity to DLSC.

(2) Originating activity to a submitting activity.

(3) Submitting activity to an originating activity.

(4) DLSC to a submitting activity.

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